

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method for evaluating and selecting channel resource devices, comprising the steps of:

providing a communication platform comprising a plurality of channel resource devices, in which said channel resources operate to establish call connections;

receiving connection outcome results of previous call connections handled by the channel resource devices wherein the connection outcome results are indicative of channel resource device failures;

generating a statistical analysis based at least in part, on the connection outcome results; and

assigning an incoming call to at least one available channel resource device of the plurality of channel resource devices, said at least one available channel resource device selected at least in part, in response to the statistical analysis.

2. (Currently Amended) The method of claim 1, wherein ~~a preferred channel resource device is one which successfully connects calls, and wherein~~ the step of assigning the an incoming call to the at least one available channel resource device is performed using the statistical analysis to identify channel resource devices that successfully connect calls. ;
~~comprises assigning the incoming call to the preferred channel resource device.~~

3. (Currently Amended) The method of claim 1, wherein a non-preferred channel resource device is one which fails to connect calls, and wherein the step of assigning ~~the~~ an incoming call to the at least one available channel resource device, comprises to not assign the incoming call to the non-preferred channel resource device.

4. (Original) The method of claim 1, further comprising the step of storing the connection outcome results in a buffer, the step of storing being performed after the step of receiving connection outcome results from previous call connections.

5. (Original) The method of claim 4, wherein the buffer is a circular buffer.

6. (Original) The method of claim 1, wherein the statistical analysis is a no weighting method.

7. (Original) The method of claim 1, wherein the statistical analysis is a time-weighted method.

8. (Original) The method of claim 1, wherein the statistical analysis is an asymmetrical weighting method wherein success receives one value, and failure receives another value.

9. (Currently Amended) The method of claim 1, further comprising the step of classifying the available channel resource device based at least in part, on the statistical analysis.

10. (Currently Amended) The method of claim 1, wherein the method is self adjusting in which, an available ~~with a preferred~~ channel resource device becomes ~~becoming~~ an available non-preferred channel resource device due to a failed call connect attempt ~~on the preferred channel resource device~~, and a the available non-preferred channel resource device becomes ~~becoming~~ the available preferred channel resource device due to a successful call connect attempt ~~on the non-preferred channel resource device~~.

11. (Previously Presented) The method of claim 10, further comprising the step of indicating to a user a change in channel resource device status.

12. (Currently Amended) The method of claim 1, further comprising the step of determining which channels resource devices are available. ~~not currently in use~~.

13. (Cancelled)

14. (Currently Amended) The method of claim 1, further comprising assessing a

failure to the available channel resource device upon an unsuccessful call connection through the channel resource device.

15. (Previously Presented) The method of claim 14, further comprising reassigning the incoming call to a next preferred available channel resource device.

16. (Currently Amended) An apparatus for maximizing call connect rate in a remote access application comprising in combination:

a channel evaluator operable to generate a statistical analysis based at least in part, on connection outcome results indicative of channel resource device failures;

a storage buffer for storing the connection outcome results; and

a call router for routing incoming calls to available channel resource devices selected in response to the statistical analysis.

17. (Currently Amended) The apparatus of claim 16, wherein the channel evaluator classifies available channel resource devices, at least in part on the statistical analysis generated from the previous call connect results.

18. (Cancelled)

19. (Previously Presented) The apparatus of claim 18, wherein the channel evaluator classifies channel resource devices, at least in part on the availability of channel resource devices.

20. (Currently Amended) The apparatus of claim 16, wherein incoming calls are assigned to available channel resource devices, and connected to the available channel resource devices through the call router based at least in part, on the statistical analysis.

21. (Currently Amended) The method of claim 1, wherein the available channel resource devices are one of a plurality of ingress ports, a plurality of egress ports, and a plurality of channel processors.

22. (Currently Amended) The method of claim 1, where in the available channel resource devices are a plurality of ingress ports, a plurality of egress ports and a plurality of channel processors.

23. (Currently Amended) The method of claim 1, where in available channel resource device failures are hardware failures.

24. (Currently Amended) The method of claim 1, where in available channel resource device failures are software failures.